

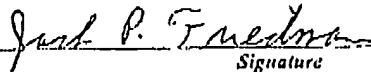
**TRANSMITTAL LETTER
(General - Patent Pending)**Docket No.
END919990079US1In Re Application Of: **R.F. Gloor et al.**Serial No.
09/439,310Filing Date
11/12/99Examiner
James A. ReaganGroup Art Unit
3621Title: **BUSINESS METHODS FOR QUALITY ASSURANCE OF SERVICES****TO THE ASSISTANT COMMISSIONER FOR PATENTS:**

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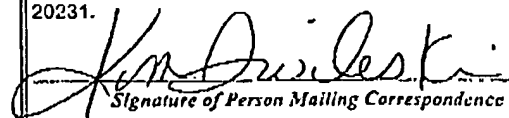
Reply Brief-16 pages**Official
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In the above identified application.

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SignatureDated: **5/2/2003****Jack P. Friedman
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Schmelser, Olsen & Watts
3 Lear Jet Lane, Suite 201
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TELECOPY MESSAGE

FOR: James Reagan

COMPANY: PTO

FROM: Jack Friedman (Betty Zuelsdorf)

DATE: July 31, 2003

NUMBER OF PAGES TO FOLLOW: 20 + cover

MESSAGE: Reply brief for EMD919990079US1, filed 05/02/2003 - 16 pages, with postcard and Docketing Notice. This is the third time the reply brief is being sent. Thank you, Mr. Reagan, for suggesting we could send it to you.

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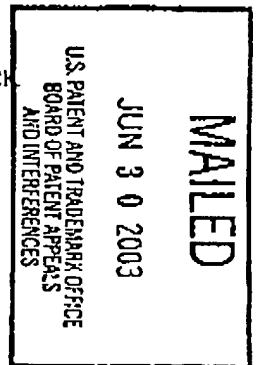
CERTIFICATE OF TRANSMISSION BY FACSIMILE (37 CFR 1.8)			Docket No. END919990079US1
Applicant(s): R. F. Gloor et al.			
Serial No. 09/439,310	Filing Date 11/12/1999	Examiner James A Reagan	Group Art Unit 3621
Invention: Appeal No. 2003-1654 BUSINESS METHOD FOR QUALITY ASSURANCE OF SERVICES			
<p>I hereby certify that this <u>Reply Brief filed 05/02/2003 - 16 pages, with postcard and Docketing Notice</u> (Identify type of correspondence)</p> <p>is being facsimile transmitted to the United States Patent and Trademark Office (Fax. No. <u>703-308-7952</u>)</p> <p>on <u>July 17, 2003</u> (Date)</p> <p><u>Jack P. Friedman-Schmeiser, Olsen & Watts-(518)220-1850</u> (Typed or Printed Name of Person Signing Certificate)</p> <p><u>Jack P. Friedman</u> (Signature)</p> <p>Official</p> <p>FAX RECEIVED JUL 31 2003 GROUP 3600</p> <p>Note: Each paper must have its own certificate of mailing.</p>			

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LATHAM, NY 12110

Paper No: 14
Appeal No: 2003-1654
Appellant: GLOOR, RUSSELL FREDERICK
Application: 09/439,310



Board of Patent Appeals and Interferences Docketing Notice

Application 09/439,310 was received from the Technology Center at the Board on June 9, 2003 and has been assigned Appeal No: 2003-1654.

A review of the file indicates that the following documents have been filed by appellant:

Appeal Brief filed on:	January 27, 2003
Reply Brief filed on:	None
Request for Hearing filed on:	None

In all future communications regarding this appeal, please include both the application number and the appeal number.

The mailing address for the Board is:

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UNITED STATES PATENT AND TRADEMARK OFFICE
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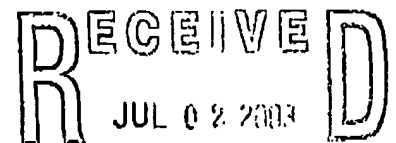
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By order of the Board of Patent Appeals and Interferences



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IBM-7648
 UTILITY/DESIGN PATENT Date: 5/2/03
 (amend/final amend) Date of O.A.: 3/11/03
 Rec'd in the U.S. Patent & Trademark Office on the date stamped hereon via
 Certificate of Mail: 1st class
 Case # EN919990079US1 S/N: 09/439,310 Filed: 11/12/99
 Pat. # _____ Issued: _____
 Examiner: James A. Reagan Art Unit: 36021
 Batch: _____ Atty: SPF
 Applicant: R.F. Gloor et al
 Title: Business Methods for Quality...
☒ Transmittal in duplicate 1 page ☐ Amendment in _____ pgs.
☐ _____ Mo. Ext. Time in dupe. ☐ Change of Address
☐ Request for Drawing Changes ☐ Small Entry Statement
☐ _____ pgs. Drawings ☐ Assignment in _____ pgs.
☐ \$ _____ Check for Amend. ☐ \$ _____ Check for Assig.
☐ Information Disclosure Statement; PTO-1449 in duplicate with _____ Reference(s)
☒ Reply Brief - 16 pages

IBM-7648
 UTILITY/DESIGN PATENT Date: 5/2/03
 (amend/final amend) Date of O.A.: 3/11/03
 Rec'd in the U.S. Patent & Trademark Office on the date stamped hereon via
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 Case # EN919990079US1 S/N: 09/439,310 Filed: 11/12/99
 Pat. # _____ Issued: _____
 Examiner: James A. Reagan Art Unit: 36021
 Batch: _____ Atty: SPF
 Applicant: R.F. Gloor et al
 Title: Business Methods for Quality...
☒ Transmittal in duplicate 1 page ☐ Amendment in _____ pgs.
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☐ _____ pgs. Drawings ☐ Assignment in _____ pgs.
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